



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
BEFORE THE BOARD OF PATENT APPEALS AND INTERFERENCES

AFP  
3627

MMB Docket No. 1001-0627

NCR Docket No. 8598

Application of: **Parker et al.**

Group Art Unit: **3627**

Serial No. **09/735,835**

Examiner: **I. Borissov**

Filed: **December 13, 2000**

Title: **Interaction-Based Servicing of Business Customers**

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I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Appeal Brief - Patents, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on January 9, 2004  
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**TRANSMITTAL LETTER**

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Sir:

Enclosed are an original and three (3) copies of an Appeal Brief in connection with the above-identified patent application. The Notice of Appeal was filed on November 12, 2003, and thus the Appeal Brief is due two months from this date. Also enclosed herewith is a check for \$330.00 to cover the fee required under 37 CFR 1.17(c).

Additionally, the U.S. Patent and Trademark Office is hereby authorized to charge any fee deficiency or credit any overpayment, to our Deposit Account No. 13-0014, but not to include any payment of issue fees. If extensions of time under 37 C.F.R. § 1.136 are required to prevent abandonment of the present patent application, then such extensions of time are hereby petitioned for, and any fees therefor are hereby authorized to be charged to our Deposit Account No. 13-0014.

January 9, 2004

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Respectfully submitted,  
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